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Johns Creek, GA 30022
770-649-1886 / fax 770-645-6545
Eileen@Bodamer.com • www.Bodamer.com

REDACTED – FOR PUBLIC INSPECTION

June 26, 2017

VIA ELECTRONIC FILING

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

Re: WC Docket Nos. 14-58
FCC Form 481 – ETC Annual Reporting Data Collections
The New Knoxville Telephone Company (Study Area Code 300639)

Dear Secretary Dortch:

On behalf of The New Knoxville Telephone Company, please find attached the FCC Form 481 filing, redacted for public inspection. This filing is being made electronically via the FCC's Electronic Comment Filing System.

Please call or email me with any questions.

Sincerely,

A handwritten signature in black ink that reads 'Eileen M Bodamer' in a cursive script.

Eileen M Bodamer
770-649-1886

Enc.

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	300639
<015>	Study Area Name	THE NEW KNOXVILLE
<020>	Program Year	2018
<030>	Contact Name: Person USAC should contact with questions about this data	Eileen Bodamer
<035>	Contact Telephone Number: Number of the person identified in data line <030>	7706491886 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	Eileen@Bodamer.com
Form Type		54.313 and 54.422

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	300639
<015>	Study Area Name	THE NEW KNOXVILLE
<020>	Program Year	2018
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<210> For the prior calendar year, were there any reportable voice service outages? No

[illegible]

**(300) Unfulfilled Service Request
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	300639
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<300> Unfulfilled service request (voice)

0

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

0

<330> Detail on attempts (broadband)

Name of Attached Document

(400) Number of Complaints per 1,000 customers Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	300639
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Eileen@Bodamer.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed voice	
<410>	Complaints per 1000 customers for fixed voice	0 . 0
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed broadband	
<440>	Complaints per 1000 customers for fixed broadband	0 . 0
<450>	Complaints per 1000 customers for mobile broadband	

(500) Compliance With Service Quality Standards and Consumer Protection Rules Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	300639
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Eileen@Bodamer.com
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
300639OH510 .pdf		
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	
<515>	Certify compliance with applicable minimum service standards	

(600) Functionality in Emergency Situations Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Eileen@Bodamer.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	300639OH610.pdf

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

[illegible]

Page 8

<010>	Study Area Code	300639
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Eileen@Bodamer.com
<810>	Reporting Carrier	The New Knoxville Telephone Company
<811>	Holding Company	Not Applicable
<812>	Operating Company	The New Knoxville Telephone Company

-- See attached worksheet --

(900) Tribal Lands Reporting Data Collection Form	FCC Form 481
	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	Eileen@Bodamer.com

<900> Does the filing entity offer tribal land services? (Y/N) No

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable

**(1000) Voice and Broadband Service Rate Comparability
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance 300639OH1010.pdf

Name of Attached Document

<1020> Broadband comparability certification Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau

<1030> Attach detailed description for broadband comparability compliance 300639OH1030.pdf

Name of Attached Document

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	Eileen@Bodamer.com

<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers		FCC Form 481
Lifeline		OMB Control No. 3060-0986/OMB Control No. 3060-0819
Data Collection Form		July 2013

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<1210> Terms & Conditions of Voice Telephony Lifeline Plans

300639OH1210.pdf

Name of Attached Document

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<input checked="" type="checkbox"/>
<1222>	Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

(2005) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2011> 3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support.
- <2022> Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.
- <2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only.
- <2024A> Round 2 Recipient of Incremental Support?
- <2024B> Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.
- <2025A> Round 2 Recipient of Incremental Support?
- <2025B> Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).
- <2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

Name of Attached Document Listing
Required Information

Name of Attached Document Listing
Required Information

(2005) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

Name of Attached Document Listing
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)

(3005) Rate Of Return Carrier Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
--	--

<010>	Study Area Code	300639
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Eileen@Bodamer.com

Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)	Yes - Attach Certification	
(3010A)	Certification of Public Interest Obligations {47 CFR § 54.313(f)(1)(i)}		300639OH3010B.pdf
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information	
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	No - No New Community Anchors	
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information	
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No)	<input checked="" type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No)	<input type="radio"/> <input checked="" type="radio"/>
	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:		
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No)	<input checked="" type="radio"/> <input type="radio"/>
	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:		
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input checked="" type="checkbox"/>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		<input checked="" type="checkbox"/>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.		<input checked="" type="checkbox"/>
	If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:		
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.		<input type="checkbox"/>
(3025)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	300639OH3026.pdf

REDACTED - FOR PUBLIC INSPECTION

REDACTED
Lines 3017, 3027-3034

(4005) Rural Broadband Experiment Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	
--	--	--

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.	Name of Attached Document Listing Required Information	
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4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.	Name of Attached Document Listing Required Information	
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Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>Bodamer Consulting, LLC</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	Bodamer Consulting, LLC
Name of Reporting Carrier:	THE NEW KNOXVILLE
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 06/22/2017
Printed name of Authorized Officer:	Preston Meyer
Title or position of Authorized Officer:	Assistant Secretary Treasurer
Telephone number of Authorized Officer:	4197532457 ext.
Study Area Code of Reporting Carrier:	300639 Filing Due Date for this form: 07/03/2017
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	THE NEW KNOXVILLE
Name of Authorized Agent Firm:	Bodamer Consulting, LLC
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 06/22/2017
Name of Authorized Agent Employee:	Eileen Bodamer
Title or position of Authorized Agent or Employee of Agent	Principal
Telephone number of Authorized Agent or Employee of Agent:	7706491886 ext.
Study Area Code of Reporting Carrier:	300639 Filing Due Date for this form: 07/03/2017
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

REDACTED FOR PUBLIC DISCLOSURE

(710) Broadband Price Offerings
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	300639
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<015>	Study Area Name	THE NEW KNOXVILLE
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<020>	Program Year	2018
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<030>	Contact Name - Person USAC should contact regarding this data	Eileen Bodamer
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<035>	Contact Telephone Number - Number of person identified in data line <030>	7706491886 ext.
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Eileen@Bodamer.com
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<711>	<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select}

04	New Knoxville	19 95	0 0	10 25	1 0	1 0	000000	Other, No limit
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OH	New Knoxville	34.95	0.0	34.95	10.0	1.0	999999	Other, No limit
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OH	New Knoxville	39.95	0.0	39.95	15.0	1.0	999999	Other, No limit
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OH	New Knoxville	44.95	0.0	44.95	20.0	1.0	999999	Other, No limit
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OH	New Knoxville	59.95	0.0	59.95	25.0	1.0	999999	Other, No limit
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OH	New Knoxville	99.95	0.0	99.95	50.0	1.0	999999	Other, No limit
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[illegible]

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REDACTED FOR PUBLIC DISCLOSURE

(800) Operating Companies Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	300639
<015>	Study Area Name	THE NEW KNOXVILLE
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Eileen Bodamer
<035>	Contact Telephone Number - Number of person identified in data line <030>	7706491886 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Eileen@Bodamer.com

<810>	Reporting Carrier	The New Knoxville Telephone Company
<811>	Holding Company	Not Applicable
<812>	Operating Company	The New Knoxville Telephone Company

[illegible]

New Knoxville Telephone Company – Line 510

New Knoxville Telephone Company
47 CFR§54.313(a)(5) Certification that it is complying with applicable service quality
standards and consumer protection rules
Voice and Broadband Services

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.” The Commission found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.² In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”

New Knoxville Telephone Company (“Company”) hereby certifies that it is complying with applicable service quality standards and consumer protection rules for both its voice and broadband offerings. The Company is subject to consumer protection obligations the Public Utility Commission of Ohio Telephone Company Procedures and Standards (“PUCO”) Chapter 4901. These obligations include, but are not limited to, the following:

(1) filing a Local Exchange Tariff pursuant to the requirements of PUCO Chapters 4901:1-6-11, and 4901:1-6-11, which discloses rates, terms and conditions of service to customers;

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

² *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.”

New Knoxville Telephone Company – Line 510

(2) compliance with notice for changes in rates and services pursuant to PUCO Chapters 4901:1-6-04 – Application and Notice Filings and PUCO 4901:1-6-07 – Customer Notice Requirements;

(3) adherence to Ohio state consumer protection requirements governing telephone providers which include Consumer protections as identified in PUCO Chapter 4901:1-6-12 – Service Requirements, PUCO 4901:1-6-16 – Unfair or Deceptive Acts and Practices, and Compliance with Anti-Slamming Procedures Slamming as adopted in PUCO 4901:1-6-18,;

(4) truth-in-billing requirements as required in PUCO 4901:1-6-17;

(5) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy; and

(6) Records maintenance and service objectives reporting required under PUCO 4901:1-6-30.

The Company actively complies with state and federal consumer protection requirements for broadband services as may apply. Per its understanding of its requirements, the Company discloses its network management practices, performance, and commercial terms of service to its existing and potential subscribers.

The Company is staffed during normal business hours to respond in real time to consumer inquiries and provides 24-hour access to repair services either through real time response or through on-call paging response. All governmental inquiries, including those of the Ohio Consumer Council, are responded to within one business day depending on the nature and date and time of the inquiry.

New Knoxville Telephone Company – Line 610

New Knoxville Telephone Company
Demonstration of Ability to Function in Emergency Situations
Voice and Broadband Services
47, Part 54, Subpart C, §54.202(a)(2)

New Knoxville Telephone Company (“Company”) hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2)¹ as well as the Public Utility Commission of Ohio Telephone Company Procedures and Standards Chapter 4901:1-6-31. The Company’s network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

To meet its requirements that it maintain functionality without external power, the Company has a generator for its single central office switch and keeps adequate fuel to insure continuous operations in a long term power outage. It also has eight-hour batteries that provide further back-up capability in its network. The Company’s has deployed redundant / diverse routing for critical network resources and maintains an affiliate arrangement for redirection of traffic in the event of facility damage. Both its broadband and voice networks enjoy access to this carrier diversity carrier and redundant routes, wherever practical. The ability to change its call routing also allows the Company to manage traffic spikes throughout its network, as emergency situations require.

Additionally, the Company maintains a written disaster recovery plan to meet service emergencies resulting from failures of power service, sudden and prolonged increase in traffic, fire, storm, or acts of God, and has trained employees on emergency procedures.

¹ Demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

300639OH1010
The New Knoxville Telephone Company

The New Knoxville Telephone Company
Certification with 47 C.F.R. § 54.313

Pursuant to 47 C.F.R. § 54.313 The New Knoxville Telephone Company is required to provide:

A letter certifying that the pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau.

The basic residential voice service benchmark rate is no more than \$41.07.¹ As shown below, the company is below this rate as of June 1, 2016.

Basic Exchange Service:	\$ 10.35
FCC Subscriber Line Charge	\$ 6.50
FCC Access Recovery Charge	<u>\$ 2.00</u>
Total Charge	\$ 18.85

¹*Public Notice*, DA 16-362, released April 5, 2016

300639OH1030
The New Knoxville Telephone Company

The New Knoxville Telephone Company
Certification with 47 C.F.R. § 54.313(a)(12)

Pursuant to 47 C.F.R. § 54.313(a)(12) The New Knoxville Telephone Company is required to provide:

A letter certifying that it offers broadband service at rates that are at or below the relevant reasonable comparability benchmark, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau.¹

Download Speed (Mbps)	Upload Speed (Mbps)	Usage Allowance	Company rate	Benchmark
10	1	Unlimited	\$34.95	\$77.98
15	1	Unlimited	\$39.95	\$83.31
20	1	Unlimited	\$44.95	\$87.09
25	1	Unlimited	\$59.95	\$90.02
50	1	Unlimited	\$99.95	\$99.13

As shown above, the company offers at least one broadband service plan that meets the relevant metrics; all of the company’s broadband offerings are reasonably comparable to the benchmark.

¹Public Notice, DA 17-167, released February 14, 2017; see https://apps.fcc.gov/edocs_public/attachmatch/DA-17-167A1.pdf

NEW KNOXVILLE TELEPHONE COMPANY
New Knoxville, OH

Section No. 5
First Revised Sheet No. 1
Replaces Original Sheet No. 1

P.U.C.O NO. 8

LIFELINE REQUIREMENTS (T)

The Company shall provide Lifeline service as defined in 47 C.F.R. § 54.401 (a) on a nondiscriminatory basis to all qualifying low-income customers. The Company's Lifeline service offering shall comply with all applicable federal and state laws, including, but not limited to, 47 C.F.R. Part 54, Subpart E; the FCC's Lifeline reform order (Report and Order released February 6, 2012, WC Docket No. 11-42, et. al) and any subsequent clarifying orders; Section 4927.13, Revised Code; Rule 4901:1-6-19, Ohio Administrative Code; and, the Commission's nontraditional Lifeline service order (Finding and Order adopted November 3, 2016, Case No. 16-1116-TP-COI) and any subsequent entries and/or orders.

(C)

(C)

ISSUED: November 29, 2016

EFFECTIVE: December 2, 2016

Issued under Authority of the Public Utilities Commission of Ohio, in Case No. 16-1116-TP-COI

Preston Meyer, General Manager
New Knoxville, OH 45871

300639OH3010B

The New Knoxville Telephone Company

**The New Knoxville Telephone Company
Certification with 47 C.F.R. § 54.313(f)(1)(i)**

Pursuant to 47 C.F.R. 54.313(f)(1)(i) The New Knoxville Telephone Company is required to provide:

A letter certifying that it is taking reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 10 Mbps downstream / 1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas as determined in an annual survey, and that requests for such service are met within a reasonable amount of time.

The New Knoxville Telephone Company provides throughout its service area broadband service at actual speeds of at least 10 Mbps downstream / 1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol. Its service is provided without usage limits and is reasonably comparable to comparable offerings in urban areas as determined in an annual survey. Requests for 10/1 service are met within the company's standard installation interval.